

Preparing for the Baseline Evaluation of Standards for Public Health

Training Report and Sustainability Plan

June 30, 2002

MCPH Healthcare Consulting

Summary of Training

Basic Standards and Site Visit Preparation Training

During the months of May and June 2002, MCPP Healthcare Consulting provided eight full days of training for DOH and LHJ staff and managers to help them prepare for the baseline evaluation of the performance standards. Attendance at the daily sessions ranged from 16 to 36, with 57 DOH attendees and 119 LHJ attendees, for a total of 176 participants. Evaluations were received from all attendees. The attached materials summarize the points captured on “parking lot” lists during the training, as well as a tabulated summary of the evaluations.

Attendees were asked to rate the training, overall, on a scale from 1 (ineffective) to 5 (highly effective and informational). The overall rating of those submitting evaluations was 3.8 for the two DOH sessions and 4.11 for the LHJ sessions. The training was well received, with many participants commenting that the session had given them helpful information for preparing for the site visits. Those who were less satisfied expressed concerns about the amount of time that the preparation would take from their “real work”, and uncertainty about the use of the results of the evaluation. The small group work and the examples provided in the Mock Assessment Tool were highly rated by the participants.

As the “parking lot” lists indicate, there are three areas of concern regarding the baseline evaluation expressed during the training sessions:

- Support and process for the site visits,
- Use and discoverability of the evaluation results, and
- Communication of the results to Boards of Health and other community entities.

Internal Resource Consultants

In addition to the basic training sessions, an advanced training session was conducted for 15 DOH and LHJ staff who agreed to serve as internal resource consultants for the Standards project. The description of their role and the list of supports needed for them to serve as resource consultants are attached to this report.

Training Materials

Numerous materials, developed for these training sessions, are available for future use by the DOH and LHJs to support the Standards project:

- Agendas and supporting materials for Orientation to the Standards session, and for Preparing for the Baseline Evaluation session,
- Presentation slides for the context and the content of the public health standards, and for preparation for the site visits,

- Measurement Concept paper and presentation slides for describing the evaluation approach for the standards project,
- Mock Self-Assessment Tool for five full standards (two-DOH, three LHJ), and
- Two one hour videotapes, one on the basic standards training and one on the evaluation approach for the baseline and general preparation information for site visits (see below).

Orientation and Training Videotape

Two LHJ training sessions were videotaped, as well as a short introduction by the DOH Secretary. The final videotapes, two 1-hour sessions, provide information on the context and content of the standards, and general information regarding the approach and preparation for site visits. It is expected that the videotapes will be used as part of future training sessions to increase public health staff knowledge of the performance standards and of the evaluation process.

Standards Implementation / Sustainability Plan (Based on Training Discussions)

Leadership

Communication and Key Messages – The leadership of the DOH, of LHJs and Boards of Health must embrace and consistently reinforce the message of the standards: *Performance and health indicator data form the foundation for establishing health policy and measuring and improving the public health system.*

- Distribute the Measurement Concept paper to SMT and all DOH and LHJ leaders and discuss in management meetings to identify key messages;
- Develop and implement a communications plan for the Baseline Evaluation Results and for the ongoing standards work; and
- Develop and communicate key messages for the integration of performance standards into the daily work of Washington's public health system, including addressing long-term commitment, institutional support, and the ongoing nature of the work.

Project Work Plan and Improvement Activities – A policy statement and several levels of workplans and planned improvement activities should be developed and implemented to coordinate efforts and to facilitate the integration of this work into the culture and processes of the entire system.

- Develop a model policy statement for the implementation of performance standards, to be adopted by DOH Divisions and LHJs.
- Adopt a revised matrix of standards/measures accountability for DOH programs and disseminate soon, so everyone knows which measures they will be accountable for in the next evaluation cycle.
- Convene an ongoing standards implementation team for DOH with 1 representative from each Division to ensure the implementation of orientation, training, and workplan activities across DOH.
- Designate 1 person in each LHJ to ensure the implementation of orientation, training, and workplan activities in their district.
- Develop and implement a system level work plan driven by the PHIP and supporting the requirements of the PHIP.
- Implement a DOH work plan for oversight of the use of the baseline results and improvement work being done in the divisions and programs across DOH, with regular timeframes for Division reporting on progress on workplan and improvement work.
- Assure LHJs have developed and implemented a workplan for use of the baseline results and improvement activities in each of the districts.

Employee Orientation and Knowledge

Orientation Activities – It is necessary that a critical mass of managers and staff are familiar with the standards in order to integrate the philosophy and principles of standards for performance measurement into the culture of the public health system. Orientation to the standards and to the basic principles of performance measurement should be included in the DOH general orientation curriculum and in the specific DOH program and LHJ orientation processes.

- Assure that all new DOH program staff and LHJ staff are oriented to the Public Health Performance Standards.
- Assure that all current, appropriate DOH and LHJ staff are oriented to the Public Health Performance Standards
- Disseminate the Standards Booklet to all programs and all LHJs to assure that staff have a copy and are familiar with the standards and measures.

Future Training Programs

Training Resources – At the inception of the baseline training project, it was envisioned that a group of internal resource consultants would help sustain the effort during and after the baseline evaluation by providing training sessions using the videotapes and facilitating small group work and discussions. Most of the group convened in mid-June to be trained as internal resource consultants stated that they were not prepared to conduct formal training sessions for the standards project due to a general lack of knowledge about performance measurement, the public health standards, and evaluation processes. The potential time commitment for these staff was also a concern. All of the participants indicated that they were able to provide a short, basic orientation to the standards for groups of staff.

- Use the DOH Standards Implementation Team (described above) to identify internal DOH resource consultants and to facilitate their training and commitment of time to sustaining the standards work.
- Use the LHJ designated persons (described above) to identify internal LHJ resource consultants and to facilitate their training and commitment of time to sustaining the standards work.
- Provide the internal resource consultants with materials, tools, and advanced training and coaching, possibly from QA and Strategic Planning staff in the Office of the Secretary.
- Use resource consultants to deliver basics standards training and preparing for site visit training, using the videos and materials described above (think of these as Standards 101).

Focused Training Sessions – Develop and conduct further training for staff in focused areas that apply directly to their work and responsibilities (a Standards 201 series).

- Develop and conduct training sessions based on each of the standards topic areas
 - √ Assessment
 - √ Communicable Disease,
 - √ Environmental Health
 - √ Prevention and Promotion
 - √ Access to Critical Health Services
- Develop and conduct training sessions based on each of the key management practices
 - √ Public Contact
 - √ Community and Stakeholder Involvement
 - √ Governance Process
 - √ Policies, Procedures and Protocols
 - √ Program Plans, Goals, Objectives, and Evaluation
 - √ Key Indicators to Measure and Track
 - √ Workforce Development
 - √ Quality (or Process) Improvement
- Applying the Self-Assessment Tool to Improve Work Processes
- Applying Plan-Do-Check-Act Cycle in Your Daily Work

It has been a pleasure to provide continued training to the DOH and LHJ staff for the baseline evaluation of the public health standards and to observe the leadership commitment to measuring the performance of Washington's public health system. Thank you this opportunity to work with all of you again.

Attachments

- Summary of training "Parking Lot" lists
- Resource Consultants Role Description
- Resource Consultants Supports List
- Training Evaluation Form
- Tabulation summary of training evaluations

Training “Parking Lot” Issues

The issues compiled from all eight training sessions conducted from May 9th to June 11th are described below.

Site Visit Process:

- Send the Key Concepts paper, the Key Management Practices, and the training slides out electronically to all DOH and LHJ primary contacts ,
- Develop some way to capture the effort (hours) expended on this project—even if it’s self-evaluation
- The timing of the evaluation process is difficult. Why schedule it during the summer and the budget development process?
- Clarify if DOH wants financial input on what’s already planned as budget cuts, or beyond.

Evaluation Reports and Use of the Results:

- Clarify and communicate the process for distribution of the site specific LHJ and DOH reports
- Anxiety about reports, how they will be used, will local officials use them negatively
- How to protect the results so that they aren’t discoverable
- Concern that once the report is public, JLARC will come and do a real audit and play "gotcha"
- Don’t use the word “findings” which supports the audit mentality and change the word “compliance”
- Exemplary practice web site, create a chat or messaging capacity for sites to talk with one another about what they are working on
- Can there be an LHJ and state “clearinghouse” established with the results comparing associated measures across sites

Communicating the Results:

- Develop a press briefing packet tailored to each LHJ, to proactively put the message to the community and BOH
- Need a process for educating elected officials /BOHs about this

Resource Consultant Role Description

General: Resource Consultants for the public health performance standards provide support and expertise to DOH and LHJ staff and managers to prepare for the 2002 baseline evaluation.

Responsibilities:

- Provide a basic overview of the performance standards and information on how to prepare for the baseline evaluation site visits to DOH and LHJ staff and managers if requested.
- Be a champion of the system approach to evaluation of the Public Health Standards.
- Telephone consultation with staff and managers regarding preparation for the baseline evaluation.
- Conduct limited on-site consultation for preparation for the baseline evaluation to geographically proximate districts or programs.
- Provide input to the Standards Committee regarding progress on the baseline evaluation project.
- Communicate all requests for assistance that they (the resource consultants) are not able to address to the project coordinator, Rita Schmidt.

The Resource Consultants are not expected to:

- Determine whether any specific documentation meets or does not meet the measures. This determination will only be made by the external consultants.
- Assist other sites in organizing their documentation, for example, putting the files or notebooks of documentation together.

Resource Consultants

Supports Needed for Consulting and Training

The resource consultants for the public health performance standards baseline evaluation identified the following supports and tools for providing consultation and presentations.

Presentation/training tools:

- Electronic copies of the PowerPoint slides used in the training sessions for staff.
- Rita's basic "standards" PowerPoint presentation (early version).
- Contact/source for additional standards booklets and key management practices pamphlets.

Supports for consulting:

- Electronic copies of the Q & A sheet (Joan & Jack's).
- List of key resources available and contact information:
 - √ 2000 PHIP summary
 - √ Turning Point Guidebook for Performance Measurement
 - √ Contact list of key project coordinators, the resource consultants, the members of the Standards Committee, and the external consultants
- Phone lists for all LHJs to the LHJ resource consultants
- Electronic copy of Rita's newsletter article
- List of all the LHJ participants in baseline evaluation training sessions
- Electronic versions of the DOH and the LHJ Self-Assessment Tool

Ongoing mechanisms for communication and learning:

- Develop and use an excel tracking form to capture resource consultant hours spent in consultation, number and audience for presentations or training, "on-site" hours in other sites, types of telephone consultation, issues and comments, etc. Use this information to address themes across the system and to plan future work.
- Regular updates from project coordinator, including information posted on the PHIP Website
- Identify and share expertise in specific topic areas of the standards, for example, identify which resource consultants have expertise in communicable disease and which one have environmental health expertise. Goal is to be resources to each other.
- Monthly conference call to discuss new information or share tips among the resource consultants.

Leadership Issues:

- Need a clear, firm statement regarding the linkage or absence of linkage of the 2002 evaluation results and funding. Will sites that "perform well" get more funding, and those that "perform poorly" get less? Is it a possibility for funding to be linked to performance on the standards and measures in the future, and if so when? Historically, evaluation efforts have

resulted in funding changes and many staff and managers believe this evaluation will also result in funding changes. This topic is one of the primary “hallway” conversations currently occurring regarding the baseline evaluation project and the resource consultants want to be able to accurately address it.

- Clear statement on the leadership position on sites that have “poor” results. What will happen to sites that have “no-compliance” on some measures or many measures?
- Another major concern is the inappropriate release of the evaluation results--- especially to the public. Investigate how these results can be protected. Can they be considered “non-discoverable” and if so how. Determine other mechanisms to protect the results from being inappropriately released and communicate them to the resource consultants, leadership, managers, etc.

Training Evaluations - DOH

<i>Question</i>	<i>1</i>	<i>2A</i>	<i>2B</i>	<i>2C</i>	<i>2D</i>	<i>3</i>	<i>4</i>	<i>Comments</i>	<i>General Comments</i>
<i>Rank</i>	<i>1 -- 5</i>	<i>1, 3, 5</i>	<i>1, 3, 5</i>	<i>1, 3, 5</i>	<i>1,3,5</i>	<i>1 - 5</i>	<i>Too simple / just right / too complex</i>		
<i>Date</i>									
9-May	4.00	3.00	3.00	3.00	3.00	4.00	Just right	Tom from Lab needed some one-on-one consultation. Lack of communication between Sr Mgmt & Lab took too much time to resolve his issues. Thank you for your patience and clear explanations	
	4.00	3.00	3.00	3.00	3.00	4.00	Too Complex	I lacked background information on why DOH was doing this and what my role would be	
	4.00	3.00	3.00	3.00	3.00	5.00	Just right		
	4.00	4.00	3.00	3.00	3.00	4.00	Just right	Appreciate the importance of QI. Am skeptical about whether this type of QI will be used effectively in the department	
	4.00	3.00	5.00	3.00	3.00	4.00	Just right		
	4.00	3.00	3.00	3.00	5.00	3.50	Just right	Gives insight to a higher level of work coming down on an already burden work load across the agency	
	4.00	3.00	3.00	3.00	3.00		Just right	First exposure -- topic area is comprehensive and complex	
	2.70	1.00	3.00	3.00	3.00	3.00			
	4.00	5.00	5.00	5.00	5.00	4.00	Just right	Make sure everyone bring to example of their measurement. On the day before training send email reminder	Excellent presenter
	3.00	3.00	3.00	3.00	3.00	4.00	Too vague	Tie-in / reminder of overall decisions-efforts might help	Way too many words per concept (on overheads). Clarity! Make the points. Support them with talking/Q&A/dialog
	4.50		5.00	5.00	3.00	3.50	Just right		
	4.00	3.00	5.00	5.00	3.00	4.00	Just right		
	3.00		3.00	3.00		3.00		Intro a little confusing, but as questions answered, things became more understandable	

Training Evaluations - DOH

<i>Question</i>	<i>1</i>	<i>2A</i>	<i>2B</i>	<i>2C</i>	<i>2D</i>	<i>3</i>	<i>4</i>	<i>Comments</i>	<i>General Comments</i>
<i>Rank</i>	<i>1 -- 5</i>	<i>1, 3, 5</i>	<i>1, 3, 5</i>	<i>1, 3, 5</i>	<i>1,3,5</i>	<i>1 - 5</i>	<i>Too simple / just right / too complex</i>		
<i>Date</i>									
	3.00	3.00	3.00		3.00	3.00			
	3.00	3.00	3.00	3.00	3.00	4.00	Just right/too complex		
	3.00	3.00		3.00	3.00	3.00	Too Complex	Allow programs to address their own areas in the 'mock' exercise	Need to address electronic documentation, CDs etc
	4.00	3.00	5.00	5.00	3.00	5.00	Just right		
	4.00	5.00	5.00	3.00	3.00	4.00	Just right	too many participants for room size	
	4.00	1.00	5.00	3.00	2.00	5.00	just right	People are confused and anxious. Must emphasize that this process is a review of the Department's compliance with the Standards, not a series of individual program audits	
	3.00	1.00	3.00	3.00	3.00	5.00	Too Complex	Mostly due to running out of time: training took more time than we had, skipped several slides but did address all questions very well	Marni Mason is an excellent presenter but questions & concerns from attendees caused a lack of time for addressing the average info that would have been helpful to all
	3.00	3.00	3.00	3.00	3.00	4.00	just right		
	3.63	2.947	3.7	3.4	3.2	3.95		Day's average:	3.46
20-May	4.00	5.00	3.00	5.00	3.00	4.00	Too simple		
	4.00	3.00	3.00	3.00	3.00	4.00	Just right	Needed more time to work in group	Why were we asked to bring documents that we didn't use?
	4.00	3.00	5.00	5.00	3.00	4.00	Just right		
	4.00	4.00	5.00	5.00	3.00	4.00	Just right		
	3.00	3.00	3.00	3.00	3.00	3.00	Just right		
	5.00	5.00	5.00	3.00	1.00	3.00	Just right		
	3.00	3.00	3.00	3.00	3.00	3.00	Too complex	Too much paper	

Training Evaluations - DOH

<i>Question</i>	<i>1</i>	<i>2A</i>	<i>2B</i>	<i>2C</i>	<i>2D</i>	<i>3</i>	<i>4</i>	<i>Comments</i>	<i>General Comments</i>
<i>Rank</i>	<i>1 -- 5</i>	<i>1, 3, 5</i>	<i>1, 3, 5</i>	<i>1, 3, 5</i>	<i>1,3,5</i>	<i>1 - 5</i>	<i>Too simple / just right / too complex</i>		
<i>Date</i>									
	5.00	5.00	5.00	5.00	5.00	5.00	Just right	Another really good step along the Standards journey. Really understanding the standards and implementing them as an agency are crucial	
	3.00	3.00	3.00	3.00	3.00	4.00	Just right		
	4.00	3.00	3.00	3.00	3.00	4.00	Just right		
	5.00	5.00	5.00	5.00	3.00	5.00	Just right	thanks	
	4.00	3.00	5.00	3.00	3.00	4.00	Just right	Thanks for the flexibility in changing training as new information came up	
	4.00	5.00	5.00	5.00	5.00	3.00	Just right	Thank you so much. I feel ready to start preparing my docs	
	4.00	4.50	5.00	4.00	4.50	3.50	Just right		
	5.00	5.00	3.00	3.00	3.00	4.00	Just right		
	4.00	3.00	5.00	5.00	5.00	4.00	Just right		
	4.00	3.00	3.00	3.00	3.00	4.00	Just right		
	4.00	3.00	3.00	3.00	3.00	4.00	Just right		
	5.00	5.00	5.00	5.00	5.00	4.00	Just right	nice job - thanks	
	4.00	5.00	5.00	3.00	3.00	4.00	Just right		
	4.00	5.00	5.00	3.00	3.00	4.00	Just right		
	3.00	3.00	3.00	3.00	3.00	4.00	Just right		
	3.00	3.00	3.00	3.00	1.00	5.00	Just right		
	4.00	3.00	3.00	3.00		4.00	Just right		
	4.00	3.00	3.00	3.00	3.00	4.00	Too complex		
	4.00	3.00	5.00	3.00	3.00	4.00	Just right		
	3.00	3.00	3.00	3.00	3.00	3.00	Too simple / just right		
	4.00	3.00	3.00	3.00	3.00	4.00	Just right	moved very slowly although likely a result of staff "angst"/questions	
	3.00	3.00	3.00	3.00	3.00	3.00	Too complex	Too many questions left unanswered; would have been helpful to have Rita in room.	Too little, too late. Needed to be held 2-3 months ago -- this does not allow us enough

Training Evaluations - DOH

<i>Question</i>	<i>1</i>	<i>2A</i>	<i>2B</i>	<i>2C</i>	<i>2D</i>	<i>3</i>	<i>4</i>	<i>Comments</i>	<i>General Comments</i>
<i>Rank</i>	<i>1 -- 5</i>	<i>1, 3, 5</i>	<i>1, 3, 5</i>	<i>1, 3, 5</i>	<i>1,3,5</i>	<i>1 - 5</i>	<i>Too simple / just right / too complex</i>		
<i>Date</i>									
									time to do this effectively
		3.00	3.00	3.00	3.00	3.00	4.00		This training should have been scheduled the first of the year
		4.00	5.00	3.00	5.00	3.00	3.00	Just right	very complicated still continue to have questions even though many got answered
		4.00	4.00	4.00	4.00	3.00	3.00	Just right	
		5.00	3.00	3.00	3.00	3.00	5.00	Just right	
		5.00	3.00	3.00	3.00	3.00	5.00	Just right	
		4.00	3.00	3.00	3.00	3.00	4.00	Just right	
		4.00	5.00	5.00	3.00	3.00	4.00	Just right	A bit too long due to many detailed questions related to someone's specific sub-program. But got done on time so OK I think
		3.97	3.708	3.81	3.556	3.2	3.9		Day's average: 3.68
Averages		3.80	3.33	3.75	3.48	3.15	3.93		Overall average 3.57

Training Evaluations - LHJ

Question:	1	2A	2B	2C	2D	3	4	Comments	General Comments
Rank:	1 -- 5	1, 3, 5	1, 3, 5	1, 3, 5	1,3,5	1 - 5	Too simple / just right / too complex		
Date									
30-May	5.00	5.00	3.00	5.00	3.00	4.00	Just right	Thanks so much	Cruel & unusual punishment - no coffee, water or tea
	4.00	5.00	3.00	3.00	3.00	3.00	Just right		
	4.00	3.00	5.00	5.00	5.00	4.00	Just right		
	4.50	3.00	3.00	3.00	3.00	4.00	Too complex	Material presented was comprehensive	
	4.00	3.00	3.00	3.00	3.00	4.00	Just right		
	4.00	3.00	3.00	3.00	3.00	4.00		OK	
	4.00	3.00	5.00	5.00	3.00	4.00	Just right		
	3.00	3.00	3.00	3.00	1.00		Just right		
	4.00	3.00	3.00	3.00	3.00	3.50	Just right		
	4.00	3.00	3.00	3.00	3.00	4.00	Too complex/just right		
	4.00	3.00	3.00	3.00	3.00	4.00	Just right	Good presenter -- good room & chairs	
	4.00	3.00	5.00	3.00	3.00	4.00	Just right	Very good presenter	
	4.00	3.00	3.00	3.00	3.00	3.00	Just right		
	5.00	5.00	5.00	5.00	5.00	5.00	Just right	Very helpful. It's still going to be time-consuming process but actually I have wanted written P&P and now will be forced to! Thanks	
	5.00	4.00	4.00	5.00	4.00	5.00	Just right	We need to find a way to do this training to a much broader PH audience	
	4.00	4.00	4.00	4.00	4.00	4.00	Just right		
	3.50	3.00	3.00	3.00	3.00	5.00	Just right	Very frustrating to not have PPt slides match handouts. So dissimilar that I would start over or not include the handouts in the packet	
	4.00	3.00	3.00	3.00	3.00	3.00	Just right	Between Just right and Too complex -- struggled to follow but did get it	Pls send correct version of Ppt slides
	4.00	5.00	5.00	5.00	5.00	5.00	Just right	Appreciate all of the handouts. Need to update the slide presentation. Very frustrating not to have all the information	

Training Evaluations - LHJ

Question:	1	2A	2B	2C	2D	3	4	Comments	General Comments
Rank:	1 -- 5	1, 3, 5	1, 3, 5	1, 3, 5	1,3,5	1 - 5	Too simple / just right / too complex		
Date									
	5.00	5.00	5.00	5.00	3.00	4.00	Just right		
	4.00	3.00	3.00	5.00	1.00	3.00	Just right	We will need discussion from our exec team before we really know what the expectation are as far as this eval at that time. I'm sure we will have more questions	
	4.00	3.00	3.00	3.00	3.00	4.00	Just right		
	3.00	3.00	3.00	3.00	3.00	3.00	Just right		
	4.09	3.52	3.61	3.74	3.17	3.93		Day's average:	3.68
3-Jun	3.00	3.00	3.00	3.00	3.00	3.00	Just right		
	3.00	5.00	5.00	3.00	5.00	4.00	Just right		
	3.00	3.00	5.00	5.00	5.00	4.00	Just right		
	3.00	3.00	3.00	3.00	1.00	5.00		Knowledgeable presenter	
	4.00	5.00	5.00	5.00	5.00	4.00	Just right		
	4.00	3.00	3.00	3.00	3.00	4.00	Just right	Meeting room was not great, especially due to noise from radio/PA	
	4.00	3.00	5.00	5.00	3.00	4.00	Just right		
	4.00	3.00	3.00	3.00	3.00	4.00	Just right		
	5.00	5.00	3.00	3.00	3.00	4.00	Just right		
	4.00	3.00	5.00	5.00	3.00	5.00	Just right	Please do not use this facility again. Too crowded, noisy, stuffy	
	4.00	3.00	3.00	5.00	3.00	5.00	Just right	directions / room too warm/too small	
	4.00	3.00	3.00	3.00	3.00	3.00	Just right	Please do not hold trainings here again	
	4.00	5.00	4.00	4.00	4.00	4.00	Just right		
	5.00	3.00	3.00	3.00	3.00	5.00	Just right	Thanks	
	4.00	3.00	5.00	5.00	3.00	4.00	Just right	PA/Dispatch was intrusive	
	4.00	5.00	5.00	5.00	3.00	4.00		OK	
	5.00	5.00	3.00	3.00	3.00	4.00	Just right		
	4.00	3.00	3.00	3.00	3.00	3.00	Just right		
	5.00	3.00	3.00	3.00	5.00	4.00	Just right	The pace was excellent	Speaker was knowledgeable & dynamic
	5.00	5.00	5.00	5.00	5.00	5.00	Just right		

Training Evaluations - LHJ

Question:	1	2A	2B	2C	2D	3	4	Comments	General Comments
Rank:	1 -- 5	1, 3, 5	1, 3, 5	1, 3, 5	1,3,5	1 - 5	Too simple / just right / too complex		
Date									
	4.05	3.70	3.85	3.85	3.45	4.10		Day's average:	3.83
30-May	4.00	5.00	5.00	5.00	5.00	5.00		Materials were a little confusing with so many different things -- the booklet, the posters, self-assessment tool & the mock & the handouts -- at times hard to follow where we were. The handout didn't follow the PPT presentation	
	4.00	3.00	3.00	3.00	3.00	4.00	Just right	It would be helpful to have electronic overheads to communicate standards. Process to all staff - integrate efforts throughout the LHJ staff	
	3.00	3.00	3.00	3.00	3.00	3.00	Just right	Could have used time better brainstorming with other agencies where to find information.	I am looking for statewide policy procedures & documentation models that I can download...I am evaluating how much time & energy to put into it now vs using later to actually produce the paperwork
	4.00	3.00	4.00	4.00		4.00	Just right	Well organized, knowledgeable speaker, outline master DOH not LHJ - more advance knowledge: I did not know I needed to bring documents	
	4.00	3.00	4.00	3.00	3.00	5.00		AM session could be shortened; hands on exercise was useful; shorten small group work at 9:45 and 1:30	Could have used more than one documentation notebook in mock self-assessment exercise: agenda descriptions not entirely clear: hats off to the trainer; this is a topic that is difficult to keep audience interest, showed flexibility: with

Training Evaluations - LHJ

Question:	1	2A	2B	2C	2D	3	4	Comments	General Comments
Rank:	1 -- 5	1, 3, 5	1, 3, 5	1, 3, 5	1,3,5	1 - 5	Too simple / just right / too complex		
Date									
									some effort, this could be a half-day training: lots of questions about BARS & reports
	4.00	3.00	5.00	5.00	3.00	4.00	Just right	Training presentation provided clarity in many areas - provided answers to what is appropriate to document meeting standards	
	4.00	3.00	3.00	5.00	3.00	3.00	Just right	The question & answer periods are great and more exercise	
	4.00	5.00	5.00	5.00	5.00	4.00	Just right		
	4.00	5.00	5.00	5.00	3.00	5.00	Just right		
	5.00	5.00	5.00	5.00	5.00	3.00	Just right		
	3.00	3.00	5.00	5.00	3.00	5.00	Just right	Good to have reference information	Very helpful specifically how to organize the material: 1) Overview of each topic area -- especially Access - see it would be a small group exercise 2) Need definitions of scoring with evaluation - or overview booklet to be used by staff unable to be at training 3) 4-hr training would be sufficient based on detailed handouts 4) timeline of final report - site report - overall report
	4.00	3.00	3.00	3.00	3.00	4.00	Just right	Conducting evaluation helpful in groups -- not necessary to bring documentation -- small team work in morning not necessary -- good, friendly presenter -- topic difficult	
	4.00	3.00	3.00	3.00	3.00	3.00	Just right		
	5.00	3.00	3.00	3.00	3.00	5.00			

Training Evaluations - LHJ

Question:	1	2A	2B	2C	2D	3	4	Comments	General Comments
Rank:	1 -- 5	1, 3, 5	1, 3, 5	1, 3, 5	1,3,5	1 - 5	Too simple / just right / too complex		
Date									
	4.00	5.00	3.00	5.00	3.00	3.00	Just right	I recommend more thoroughly discussing the expectations/future use & benefits of this process -- why do it? What good will it be? How can it be used in the future? This would help the people who are new to this process	
	4.00	3.00	5.00	3.00	3.00	3.00	Just right	our group was a little too large for the number of books	
	5.00	5.00	5.00	5.00	5.00	5.00	Just right	Excellent presenter	
	4.06	3.71	4.06	4.12	3.50	4.00		Day's average:	3.91
5-Jun	4.00	4.00	5.00	5.00	3.00	4.00	Just right		
	4.00	5.00	5.00	3.00	3.00	4.00	Just right	Liked the tangible visible part of seeing the binder. Speaker handled questions well	
	5.00	5.00	5.00	5.00	3.00	4.00	Just right	Good interaction - good questions. Good set of materials. Thanks for coffee	
	4.00	4.00	4.00	3.00	4.00	4.00	Just right	Great being able to interact with other counties. Great facilitating	
	5.00	5.00	5.00	5.00	5.00		Just right	Excellent teacher - clear, concise, timely	
	4.00	3.00	5.00	5.00	3.00	3.00	Just right	Name badges would be helpful	
	5.00	5.00	5.00	3.00	5.00	5.00	Just right	I came to learn about standards for public health. Your presentation was well done and I have a much better idea of not only why & what but how to assist with this effort! The organization portion especially helpful -- examples very helpful	
	4.00	3.00	5.00	5.00	3.00	4.00	Just right		
	4.00	3.00	3.00	5.00	5.00	4.00	Just right		
	3.00	3.00	3.00	3.00	3.00	4.00	Just right		
	4.00	3.00	3.00	3.00	3.00	4.00	Just right		

Training Evaluations - LHJ

Question:	1	2A	2B	2C	2D	3	4	Comments	General Comments
Rank:	1 -- 5	1, 3, 5	1, 3, 5	1, 3, 5	1,3,5	1 - 5	Too simple / just right / too complex		
Date									
	4.00	3.00	5.00	5.00	3.00	5.00	Just right	Agenda deviated in the AM	
	4.00	3.00	5.00	5.00	3.00	3.00	Just right		
	5.00	5.00	5.00	5.00	5.00	5.00	Just right	Good day!	
	4.50	5.00	5.00	5.00	3.00	4.00	Just right	Numerical system is helpful but initially a bit complex	
	4.00	3.00	3.00	5.00	5.00	4.00	Just right	Interesting; relevant topics presented today. Great presenter, thank you!	
	5.00	5.00	5.00	3.00	3.00	3.00	Just right	Good presenter! But system seems flawed - just because we have no example doesn't mean we don't know how to do it. If one program has a great example - doesn't mean we know how. When programs are dictated by grant/contract or DOH - not all standards are done at local level?	
	4.00	4.00	5.00	5.00	5.00	4.50	Just right	Nicely done!	
	4.25	3.94	4.50	4.33	3.72	4.03		Day's average:	4.13
10-Jun	3.00	4.00	5.00	3.00	3.00	4.00		A lot of review. Could have focused only on mock tool & use time with team to go over documents. I already had a good understanding of the standards so the 1st half of the day was a repeat for me. It did give me confidence overall.	
	4.50	3.00	5.00	5.00	4.00	4.00	Just right	Good job	
	4.00	5.00	3.00	5.00	3.00	4.00	Just right		
	4.00	3.00	5.00	5.00	3.00	4.00	Just right		
	5.00	5.00	3.00	5.00	3.00	4.00	Just right	Great instructor, very open to suggestions	
	5.00	5.00	5.00	5.00	3.00	5.00	Just right	Good training	
	4.00	3.00	5.00	3.00	3.00	1.00	Just right		
	4.00			5.00	3.00		Just right	Not at entire meeting	
	4.00	3.00	3.00	5.00	5.00	4.00	Just right		

Training Evaluations - LHJ

Question:	1	2A	2B	2C	2D	3	4	Comments	General Comments
Rank:	1 -- 5	1, 3, 5	1, 3, 5	1, 3, 5	1,3,5	1 - 5	Too simple / just right / too complex		
Date									
	4.00	5.00	5.00	3.00	3.00	4.00	Just right		
	4.00	3.00	5.00	5.00	3.00	3.00	Just right		
	4.00	5.00	5.00	5.00	5.00	4.00			
	4.00	5.00	5.00	5.00	3.00	4.00	Just right	While new work isn't required, each dept will need to expend many more hours (without funding reimbursement) to put this info together for the DOH	
	3.00	3.00	5.00	3.00	1.00	4.00	Just right		
	4.00	3.00	3.00	3.00	3.00	3.00	Just right		
	5.00	3.00	5.00	5.00	3.00	5.00	Just right		
	4.00	5.00	5.00	3.00	3.00	3.00	Just right		
	4.00	3.00	5.00	3.00	3.00	4.00	Just right		
	4.00	3.00	5.00	5.00	3.00	3.50	Just right	This was very helpful to clarify expectations for site visits. Very helpful - nice/effective preparation for training. Reiterate and re-reiterate the use of this tool!	
	5.00	3.00	5.00	3.00	3.00	4.00	Just right		
	4.00	5.00	5.00	5.00	5.00	4.00	Just right		
	4.00	5.00	5.00	5.00	5.00	4.00	Just right	Did well at making sure we had an opportunity to ask questions & provide input	
	5.00	3.00	3.00	4.00	3.00	5.00	Just right		
	4.00	3.00	3.00	3.00	3.00	4.00	Just right		
	3.00	3.00	3.00	3.00	1.00	2.00	Just right	Contradictory info - not clear on use of results from the State perspective	
	4.10	3.79	4.42	4.16	3.20	3.77		Day's average:	3.91
11-Jun	4.50	5.00	5.00	5.00	5.00	3.00	Just right	Excellent trainer	
	4.00	3.00	3.00	3.00	3.00	4.00	Just right	Please be sure to emphasize the definition of "baseline" in the introduction to any data summaries that are produced from this initial assessment	

Training Evaluations - LHJ

Question:	1	2A	2B	2C	2D	3	4	Comments	General Comments
Rank:	1 -- 5	1, 3, 5	1, 3, 5	1, 3, 5	1,3,5	1 - 5	Too simple / just right / too complex		
Date									
	4.50	5.00	5.00	5.00	4.00	5.00	Just right	Very helpful to gain perspective on how to collect documentation - consider different location for comfort	
	4.00	3.00	3.00	3.00	3.00	5.00	Just right		
	3.00	3.00	3.00	3.00	3.00	4.00	Just right	Good class for difficult subject	Detailed info
	4.00	5.00	5.00	5.00	5.00	4.00	Too simple	Some info could have simply been on paper without the need for oral review, i.e. types of output from process. Import + less important info was treated the same, adding to length of training. Trainer very credible, well organized, thorough, appreciated having PowerPoint handouts.	90% didactic - could have been done as video conference with breaks for the few small group exercises. Horrible location/room! Needed key for rest rooms, no window, poor ventilation, uncomfortable chairs, no snacks or juice etc, no list of nearby eating places
	4.00	3.00	3.00	5.00	5.00	4.00	Just right	Morning session	
	5.00	5.00	5.00	5.00	3.00	5.00	Just right	Would like to have received some early for review	
	4.00	3.00	3.00	3.00	1.00	1.00	Too simple		
	4.00	3.00	3.00	3.00	3.00	3.00	Just right		
	4.00	3.00	5.00	5.00	3.00	3.00	Just right		
	4.00	3.00	5.00	3.00	3.00	4.00	Just right		
	4.00	3.00	3.00	3.00	3.00	4.00	Just right	Room not optimal, no water to drink	
	5.00	5.00	5.00	5.00	5.00	4.00	Just right		
	4.00	5.00	5.00			4.00	Just right	Worst room in the world, but group coped well. List of close restaurants/eateries often available from Chamber of Commerce - crick in neck from turning in one direction all day	
	4.00	3.00	3.00	5.00	3.00	4.00	Too simple	People should be instructed to read the Standards and other background material before the class. Then can spend more time on examples & to answer questions.	

Training Evaluations - LHJ

Question:	1	2A	2B	2C	2D	3	4	Comments	General Comments
Rank:	1 -- 5	1, 3, 5	1, 3, 5	1, 3, 5	1,3,5	1 - 5	Too simple / just right / too complex		
Date									
	4.10	3.67	3.93	4.00	3.36	3.87		Day's average:	3.82
Averages	4.11	3.72	4.06	4.03	3.40	3.95		Overall average	3.88